From tomja Thu Apr 18 16:53:53 1991
To: BradSi GaryGi JonL PattyS RichAb RussW SteveB w-Maria w-Pamed
Subject: Windows Focus Squad Action Items
Cc: debbied debbieh diannaw jnetter jonro lorisi richt sharonh winmktg
Date: Thu Apr 18 16:51:26 1991

Below are the 23 action items that were generated at the April 16 meeting.

1. Make the following changes to the Windows Vital Signs spreadsheet:
   (Tomja to route 4/22)

a) Fit info onto 2 pages
b) Add DOS/Win bundle sales data.
c) Add Mouse/Win units to the Direct Account Sell-Through section.
d) Add to PSS section: - # Full Time Equivalent Windows Technicians
                       - Explain the Satisfaction measure
e) Change Reg. Base section to reflect additional users/month.
f) Remove Update units from the Word and Excel sales numbers.
g) Add WinApp penetration = (Word + Excel)/Windows units
h) Add SPA Windows applications data.
i) Send the completed spreadsheet to all Executives, BUMs, Focus Squad
   and direct reports to Bradsi.

2. Get details of the ARCNET hang problem. Find out what we can do
to resolve this. Incorporate solution in Windows Technical Workshop.
    (PSS and Winmktg to investigate. Plan by 5/1)

3. Explain difference between DOS application issues discussed in
points #1 and #4 of the Top 10 PSS Problems listed on page 5 of the
4/16 "Answers to Windows Focus Squad Questions" memo. (Tomja 5/1)

4 a) Report specifics of UAE problems that PSS is handling. What are they,
        when, where, why do they occur.
    b) Present list to David Cole and get schedule for their resolutions.
        (Winmktg and PSS to resolve by 5/1)

5. Work with PSS to track call time by issue. Report the % of call time
spent on each of the top 10 issues. (Winmktg and PSS 5/1)

6. Add the fixed HP LaserJet driver onto the SDL. (Tomja to investigate)

7. Get the top 5 Windows issues from WinExcel's and WinWord's PSS queues.
Add these to the list of PSS issues. (Winmktg and PSS 5/1)

8. Work with Lotus and WordPerfect to train their PSS technicians.
    (PSS and WinMktg to meet to resolve)

9. Get a complete list of PSS call codes with explanations.
    (PSS and Winmktg to route to Focus Squad by 4/23)

10. Generate a plan to publicize Windows User Satisfaction.
    (PR and Winmktg to meet on 4/23 to develop plan)

11. Set up a database for MSD print-outs. (Tomja to investigate)

12. Plan an incentive for people on Compuserve to submit MSD info.
    (Tomja to investigate, plan by 5/1)

13. Do not give Windows reg. base to Lotus.
    (JonL has proposal. See email from him.)

14. Develop a long term Reg. Base policy.
    (Bradsi, JonL, GaryGi, RichT, Jonro, Tomja to meet on date TBD)

15. Send mail to field: There is no Chinese wall. (RussW by 5/1)

16. Prepare a plan to create a DOS5/Windows Setup.
    (Tomja to investigate. Recommendations by 5/1)

17. Prepare a plan for getting the Press to go to Windows Tech. Workshops.
· (PR and Winmktg to coordinate on 4/23)

18. Get copies of the Focus On Windows newsletter to Windows Focus Squad.
(Winmktg to route by 4/23)

19. Put a Satisfaction Questionnaire in the next newsletter.
(Jonro to add to FY'92 Plan)

20. Incorporate the Windows Technical Workshop into Windows World and
the Windows Discovery Fairs. (Jonro to implement)

21. Get Windows columns in PC Week and PC Magazine.
(Winmktg to coordinate with PR on 4/23)

22. Prepare a recommendation as to whether the next version of Windows
should be 3.1 or 3.5. (Winmktg to prepare by 5/1)

23. Write a PR Plan. (PR to Prepare)